

Substitute for form 1449B/PTO

Date Submitted: December 10, 2003

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Sheet	1	of	2
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Complete if Known

Application Number	09/815,792
Filing Date	03/23/2001
First Named Inventor	George H. HOFFMAN
Group Art Unit	3627
Examiner Name	Florian M. Zeender
Attorney Docket Number	062834-0184



Examiner Initials*	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
PL	B1	5,204,821		Inui et al.	04-20-1993	
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	B22	2003/0009392	A1	Perkowski	01-09-2003	
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[illegible]

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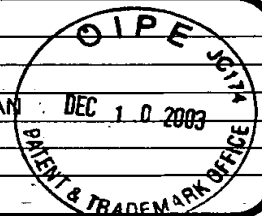
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Sheet 2 of 2

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Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 422-519

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Noori, Hamid; Production and Operations Management; Total Quality Responsiveness; McGraw-Hill; 1995; pages 592-601

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